INFORMATION TECHNOLOGY MANGEMENT RESUMES

for Undergraduate Business Students

JCSB | **John Cook School of Business**
Career Resources Center

SAINT LOUIS UNIVERSITY

Creating a "Results" Resume

A resume is a written summary that highlights your education, experience, skills, and other relevant information. The primary purpose of the resume is to get you an interview. Employers often scan resumes very quickly. Therefore, it is imperative that your resume looks professional and dynamic.

Your Name
Street Address | City, State Zip | Phone Number | E-Mail Address

Objective:
An objective can include job title, industry, and competencies or skills you would like to use in your position.

Education:
Saint Louis University – John Cook School of Business, St. Louis, MO
Bachelor of Science in Business Administration, Graduation Month and Year
Concentration (Certificates, Minors or Supporting Area, if applicable)
Include GPA if it is over 3.0/4.0

Relevant Experience:
Internship Title, Dates when you worked
Name of Company, City, State
- Use phrases, starting each phrase with an action verb to grab reader's attention.
- Explain job duties including skills used and accomplishments.

Employment History:
Job Title, Dates when you worked
Company Name, City, State
- Describe job duties and accomplishments.
- List all experience in reverse chronological order, starting with most recent.

Additional Headings:
- On-campus Activities
- Leadership Experience
- Study Abroad
- Relevant Coursework
- Language Skills
- Honors / Awards
- Community Service / Volunteer Experience
- Computer Skills

General Tips:
- Keep in mind that an employer will typically scan a resume for 1 minute or less.
- Be honest throughout your resume—never lie.
- Do not use a resume template or table to create your resume.
- Type the resume in Arial or Times New Roman in 11 or12-point size for text
- Limit your resume to one page for traditional students
- Use indentations, capital letters, bolding, and bullets to effectively enhance important information
- Tailor resumes to specific positions or employers
- Never include references or the statement "References Available Upon Request"
- Never include personal information such as age, hobbies, interests, marital status
- Generally include a cover letter with your resume
- Proofread! Let several people (including Career Services staff) critique your resume

Action Verb List

Leadership Skills	Communication Skills	Technical Skills	Admin Skills	Creative Skills	Financial Skills	Service Skills
Administered	Addressed	Analyzed	Approved	Acted	Accounted	Collaborated
Analyzed	Advised	Adjusted	Arranged	Composed	Administered	Contracted
Anticipated	Arbitrated	Aligned	Catalogued	Conceived	Allocated	Coordinated
Assessed	Arranged	Calculated	Classified	Conceptualized	Analyzed	Counseled
Assigned	Assembled	Catalogued	Collected	Created	Appraised	Corrected
Attained	Authored	Compiled	Compiled	Designed	Audited	Demonstrated
Chaired	Bargained	Computed	Corresponded	Developed	Balanced	Encouraged
Contracted	Clarified	Critiqued	Dispatched	Directed	Budgeted	Evaluated
Consolidated	Collaborated	Created	Executed	Established	Calculated	Facilitated
Coordinated	Connected	Detailed	Generated	Fashioned	Comparing	Guided
Conducted	Contributed	Drafted	Implemented	Founded	Compiling	Integrated
Delegated	Coordinated	Designed	Inspected	Illustrated	Computed	Led
Developed	Corresponded	Devised	Monitored	Integrated	Correlated	Listened
Directed	Defined	Diagnosed	Operated	Introduced	Equated	Purchased
Empowered	Developed	Engineered	Organized	Invented	Examined	Repaired
Enabled	Directed	Evaluated	Prepared	Originated	Forecasted	**Public Relations**
Executed	Drafted	Examined	Processed	Performed	Formulated	
Hired	Edited	Extracted	Purchased	Planned	Leveraged	Collaborated
Improved	Explained	Formulated	Recorded	Revitalized	Managed	Communicated
Increased	Influenced	Financed	Retrieved	Shaped	Maximized	Conducted
Initiated	Integrated	Identified	Specified	Translated	Planned	Consulted
Measured	Interviewed	Maintained	Validated	Projected	Processed	Convinced
Modeled	Lectured	Measured	Recorded	Recognized	**Selling Skills**	Created
Negotiated	Listened	Operated	Reduced	Reconciled		Demonstrated
Overhauled	Mediated	Organized	Reported		Advised	Endorsed
Oversaw	Moderated	Programmed	Verified		Asked	Entertained
Planned	Motivated	Refined	Collaborated		Calculated	Hosted
Prioritized	Negotiated	Repaired	Collated		Closed	Informed
Produced	Organized	Reviewed	Computed		Communicated	Interviewed
Recommended	Persuaded	Restructured	Developed		Compared	Performed
Regulated	Promoted	Revised	Evaluated		Contacted	Planned
Reinforced	Publicized	Solved	Examined		Contracted	Promoted
Restructured	Presented	Summarized	Followed		Convinced	Recruited
Reviewed	Proposed		Improved		Differentiated	Represented
Scheduled	Read		Recommended		Influenced	Researched
Strengthened	Reconciled		Sorted		Informed	Taught
Supervised	Translated		Systemized		Inspected	
Verified	Updated		Wrote		Planned	

Firstname M. Lastname

Street Address | City, State Zip | Phone Number | E-Mail Address

Objective
To obtain an internship in the information technology field utilizing programming, database development, and systems analysis skills

Education
Saint Louis University – John Cook School of Business   St. Louis, MO
Bachelor of Science in Business Administration   May 2012
Concentration in Information Technology Management
Cumulative GPA: 3.40 / 4.00

Technical Skills
- *Operating Systems*
    Linux, Mac, Windows, UNIX
- *Software*
    Microsoft Office (Word, Access, Excel, Outlook, Publisher, PowerPoint), Adobe (Photoshop, PageMaker), Lotus Notes, NetBeans, SPSS, Macromedia Dreamweaver, SmartFTP, Remedy Systems, KM-Net Viewer, VNC Viewer
- *Programming Languages*
    ASP.NET, C++, CSS, HTML, Java, PHP, PL/SQL, SQL, VB.Net, XML
- *Database Management*
    Microsoft Access, Oracle

Work Experience
Tech Interns Program, Saint Louis University, St. Louis, MO   2010-Present
Field Technician, 2011-Present
- Provide in-field support for the College of Arts and Sciences Faculty and Staff
- Utilize software support including Microsoft Windows 98, 2000, XP, Microsoft Office Suite, Apple OS9, Apple OSX, and Email Clients.

Cabler, Summer 2011
- Created patch cables, as well as jacks for RJ-45 internet cables
- Checked existing cables for integrity, and usability and replaced as needed

Helpdesk Technician, 2010 – 2011
- Supported service to over 10,000 students, faculty and staff
- Resolved networking issues, virus infections, and other desktop concerns

Activities / Honors
Beta Gamma Sigma (Honors Fraternity)   2010 – Present
Delta Sigma Pi (Professional Business Fraternity)   2009 – Present
- Vice President of Chapter Operations, 2010 – Present

Dean's List (5 semesters)
Dean's Scholarship

Firstname Lastname
Street Address // City, State Zip // Phone Number // E-Mail Address

___

OBJECTIVE
Seeking a position in project management that will contribute to an organization and acquire a meaningful and professional experience

EDUCATION
Saint Louis University – John Cook School of Business, St. Louis, Missouri
Bachelor of Science in Business Administration, May 2012
Concentration in Information Technology Management
Cumulative GPA: 3.75/4.00

TECHNICAL SUMMARY
- **Programming Languages**: ASP.NET, CSS, HTML, Java, MySQL, PHP, PL/SQL, SQL, VB.Net, XML
- **Software Applications:** Microsoft Office Suite (including Project and Visio), Netbeans
- **Database Management:** Oracle, Access
- **Operating Systems:** Windows, Linux, Mac, UNIX
- **ERP Packages**: SAP R/3, SAP Solution Manager
- **Web Design:** Macromedia Dreamweaver, Microsoft FrontPage

PROFESSIONAL DEVELOPMENT
Project Management
Developed problem analysis /solution development skills related to project management life cycle including planning, scheduling, organizing, managing and closing projects.

Systems Analysis and Design
Completed team-based project that spanned the entire Systems Development Life Cycle and involved all deliverables required to create software program used to replace MS Outlook

Database Design
Designed Access database using tables, queries, sub forms, forms, and reports

WORK EXPERIENCE
Intern, 2011 – Present
Monsanto, Creve Coeur, MO
- Served as a liaison between the business user groups and the developer groups to resolve system issues.
- Conducted configuration changes, created report developments, produced functional design specifications, processed funnel files, checked catalog variance files, and performed compatibility testing.
- Wrote derivation rules for treasury, and blueprinted transactions for documentation for each box within the system.
- Collected, parsed, recorded, and transferred all short dumps in SAP to a MS Access database.
- Visited a manufacturing plant to understand the business process and the users that are being supported.

ACTIVITIES / HONORS
Alpha Kappa Psi (Professional Business Fraternity), 2009 – Present
Dean's List (4 semesters)